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BUSINESS PROCESS WORKSHOP FOR BILLING/ACCOUNTS RECEIVABLE 2016 DEPARTMENT RELEASE

DATE: MONDAY, FEBRUARY 22, 2016

TIME: 2:30PM – 5:30PM

LOCATION: FI\$CAL 200 EVERGREEN STREET, SACRAMENTO, CA 95815

ROOM: MOONSTONE

Facilitators:	Presenters – Mark Galvez/Lilia Leal CMO – Julie Bianucci Accenture – Akanksha Gupta/Nishant Jaglan
Meeting Purpose: Type of Meeting:	Business Process Workshop for Billing/Accounts Receivable 2016 Department Release

AGENDA TOPICS/MINUTES

#	Topic [Brief description]	Presenter [Name]	Duration [Time in Min.]
1	Introduction/Agenda	Julie Bianucci/Mark	10 Min
2	BPW Objectives	Mark	2 Min
3	Overview	Mark	2 Min
4	Create Maintain Customers Overview	Mark	2 Min
5	Department BI Roles	Mark	1 Min
6	Create and Maintain Customers/Demonstration	Mark/Lilia	15 Min
7	Generate and Adjust Invoices/Demonstration	Mark/Lilia	22 Min
8	Making An Invoice Adjustment/Demonstration	Mark	8 Min
9	Billings	Mark	12Min
10	AR Module/Enter Maintain Receivables/Roles/Demonstration	Mark	20 Min
11	Process Payment Overview/Roles/Demonstration	Mark	29 Min
12	Process Payroll Deduction Payments/NSF Payments/Direct Transfer Payments	Mark/Lilia	17 Min
13	Payment Adjustments Misc. Receipts/Payment Adjustments Receivables	Mark/Lilia	8 Min
14	Collect Receivables/Dunning Letters/Write Offs/Refunds	Mark/Lilia	10 Min



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QUESTIONS AND ANSWERS

Q1: When you select customer id will the name pop up?	A1: We are creating a new one so name will not pop up.
Q2: How do I know the employee and number are correct?	A2: You will receive a list.
Q3: Will labor be loaded?	A3: The system list is last name then initial. It will be loaded.
Q4: Is there a naming rule we should follow for short name/	A4: first and last name...it is limited to number of letters.
Q5: Social Security number required?	A5: Not required. You can add then mask.
Q6: BI Approver – can they be the same/	A6: It is up to you-department decides. You can do both if necessary.
Q7: Is there a job aid for this/ (2 nd demonstration)	A7: The will be a UPK.
Q8: If you have multiple line items where do you add?	A8: Hit the + tab and add lines.
Q9: If you get an error is there a help button?	A9: Not at this time. We have UPK's for that – they are on the web site. Most are self-explaining, so you will be able to continue when you do task correctly.
Q10: Is there a help desk when problems arise?	A10: There is a help desk. You won't run into these problems in the system. We're in a test mode so things don't always work. You might hit an error once or twice, but for the most part you will not receive errors because your information/customers will be set by you.
Q11: Can an Invoice link to a PO?	A11: You can reference and it will populate for you.
Q12: We have invoices that we bill CAAM...	A12: They will be non-transfer and will have the information for them. You create voucher and it will go to them.
Q13: What if it's in the same BU/In Science Program 10 will Invoice Program 20?	A13: I don't have an answer for you but I don't see a problem with it. You do it in Billing Module. We will help you solution that.
Q14: Can you receive money and not create an invoice?	A14: There is a way to receive money without creating an invoice.
Q15: When you set AR for employees, broken down by benefits – object codes – on this are we doing one amount?	A15: SCO has values for Ins, etc. You select and put it into one value – what they owe.
Q16: Item ID...which should it be?	A16: Half Sheet.
Q17: Is there any place to input what AR is for? Is there a notes section?	A17: You should be able to upload Half Sheet or view as an attachment. We'll use that question as a take-away.
Q18: This is basically when we make a deposit?	A18: Whatever your process is to make a deposit.
Q19: The AR will pop up correct?	A19: Yes.
Q20: Tell Approver your AR is ready for approval?	A20: The worksheet is created and it needs to be approved. You can tell, email, whatever you want to let Approver know it is ready for approval.
Q21: Once Approver approves is payment processed?	A21: Not until Approver posts – unless you used Payment Predictor.
Q22: In Calstars payment keyed in based on fiscal month. Will this apply?	A22: Yes. Put dates in and run your report. You're going by your dates. Your regular rules apply for coding dates. Follow your basic rules.
Q23: Can you link AR's together?	A23: If they back out you enter a credit or write them off. You enter as a credit not debit. The amount must be negative. It stays until you purge it.



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Q24: What is a Misc. Receipt?	A24: Something you don't have an Invoice for.
Q25: Are these errors discovered in a report that has been run?	A25: Yes.
Q26: This is after it's been deposited?	A26: Yes.
Q27: Dunning Letter – can you modify?	A27: You will get a task asking you to give us verbiage you want in your letter. The system will flag and keep track.
Q28: Can we do something outside of Fiscal?	A28: You can do something outside and attach it. You would go to customer and add item and attach.
Q29: Spreadsheets – converting data – do we have to go into detail?	A29: It's your tool so you can put in as much as you want. It's for us to help you.